Inappropriate behaviour between managers and subordinates in hospitality: Who is the one to blame?

**Aim:** To critically evaluate what constitutes inappropriate behaviour between managers and subordinates within the hospitality industry.

**Objectives:**
1. To critically assess the theories that relate to inappropriate behaviour between managers and subordinates in a professional context.
2. To critically assess if the theories of inappropriate behaviour between managers and subordinates in a professional context are replicated in practice in the hospitality industry.
3. To give clarity as to what constitutes inappropriate behaviour in a professional context between managers and subordinates in the hospitality industry.

**Limitations:**
- the level of appropriateness + inappropriateness remains unclear
- No definite definition for inappropriate behaviour
- Confusion: Very hard to define if the behaviour is inappropriate or not.
- Most research are from European countries.
- Most studies founded are research on behaviours coming from the managers side or between equal-level employees; rarely are from subordinates toward managers.

**Methodology:**
Quantitative research
Online questionnaire
Sample: 350 employees in a country club in South Florida

**Background of justification:**
- Inappropriate behaviour includes: bullying, mobbing and sexual harassment.
- Victims might experience different levels of stress, or being intimidate.
- The whole community might also be affected due to the hostile environment.
- Mental injuries are harder to be identified than physical ones.
- Victims do not speak up due to the fear of being in trouble, fired or embarrassment.

(Wager, Fieldman & Hussey, 2003; Kaiser, 2014)